Emergency Response

Handbook

Wyoming
Bureau of Land Management

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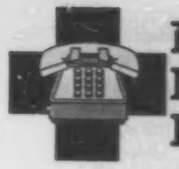

Emergency Response Handbook

Background: BLM is involved in many different activities, ranging from office work to extremely dangerous assignments such as fire fighting. In the course of these duties, BLM employees occasionally enter into hazardous conditions or situations which can result in serious injury or even death.

I. Purpose: The purpose of this handbook is to outline the immediate steps needed to make sure of an effective and timely response and/or notification in the event of a serious injury or death of a BLM employee. It also contains some general information which may be found in other sources but that an employee would need in an emergency. This handbook will outline initial responsibilities of employees at all levels in dealing with this type of situation.

This handbook is a guide. Circumstances, common sense, and management prerogatives may affect how notifications and emergencies are handled.

This handbook also introduces the concept of a Family Assistance Officer (FAO) who will work with the family of injured or deceased employees. Managers will appoint FAO's as needed. If possible, FAO should be a family friend.

A copy of this handbook should given to all supervisors and be placed in every government vehicle and should be readily available for reference in state, district and resource area offices.

II. Format: This handbook has been divided into sections according to the type of incident.

A field emergency log has been included at the back of the handbook.

III. Duty Related Accident with Injury

A. Employee reporting the incident will:

1. Administer first aid. Never assume a victim is dead until this is confirmed by a medical professional. Determine the extent of injury, the level of aid required, and any special circumstances that would effect rescue such as hazardous materials or location of the accident.
2. Immediately call for aid using the most expeditious means available(BLM radio-net, telephone etc.). Avoid using the victim's name.
3. Continue to provide first aid until help arrives.
4. Notify injured employees immediate supervisor as soon as the situation is stabilized.
5. Secure the scene of the accident. This includes protecting government property and making sure that evidence needed to investigate the accident is not disturbed.
6. Remain in the immediate area of the accident until relieved by another employee or released by your supervisor. This does not apply if you are transporting the injured employee.
7. Begin a log of events that describes all activities that occur from the time the incident is discovered.
8. If you cannot contact the office or transport the victim, continue to

render first aid and wait to be found. Do not leave the victim.

B. Immediate supervisor will:

1. Make sure requested aid has been dispatched to accident scene.
2. Determine where injured employee is going for treatment.
3. Notify the first level line manager and the safety officer of the situation and what is being done.
4. Provide the line manager with name, phone numbers and addresses of person to be notified in case of an emergency and location of injured employee. (The immediate supervisor can be designated to make the notifications. Depending upon the severity of the injury and the amount of time required, notification may be by telephone but should be in person if possible.)
5. Coordinate with line manager on notifying other official agencies such as the sheriff or state police, BLM special agents or rangers, FAA, OAS, EPA etc.
6. Determine if another employee needs to go to the accident site to either provide help or to secure the scene and if the reporting employee needs to stay at the scene.
7. Maintain the official event log.
8. Make sure needed forms are available (CA-1, 6, 16, 17 and 20). Also complete DI-134, Report of Accident/Incident and give to safety officer.

C. The first level line manager will:

1. Notify the family (unless already arranged with supervisor) and arrange local transportation if

needed. Depending upon the severity of the injury and the amount of time required, notification may be by telephone but should be in person if possible.

2. Inform the next level line manager (DM or SD) of the situation and what is being done. If the DM is the next level manager, he/she will notify the SD of the situation.

3. Coordinate with local OPA or SO OPA to determine who will act as spokesperson, what information will be released, and when.

4. Remain available for coordination or decisions until situation is resolved.

5. Make sure the site of the incident is secured pending the official investigation.

6. In cases of severe or disabling injury, appoint a FAO who will assist family members in dealing with the bureau on such things as insurance, workers comp. etc.

D. State Director will:

1. Assign contact person in SO to monitor situation and keep SO staffs (OPA, administration, safety, etc.) informed. All information after initial notification by the field managers on the incident will be directed to the contact person only.

2. Depending on the situation such as hazardous materials or potential fatality, issue an early alert to WO through SO OPA.

E. Family Assistance Officer will:

1. Accompany line officer when family is notified.

2. If requested, will stay with the family to begin coordinating arrangements. In upcoming days, FAO will make sure that proper paper work is done for insurance, pay, benefits, etc. and generally help the family in any way possible.
3. Work closely with the Employee Relations specialist in SO, administration, who has the responsibility of completing all official actions regarding pay and benefits.
4. Be appointed by the appropriate line manager as needed.
NOTE: Any assistance to the family and/or the injured employee will be considered to be part of the FAO's normal duties as required.

IV Duty Related Accident with fatality(ies)

A. Employee reporting the incident will:

1. Administer first aid. Never assume a victim is dead until this is confirmed by a medical professional. Determine the extent of injury, the level of aid required, and any special circumstances that would effect rescue such as hazardous materials or location of the accident.
2. Immediately call for help using the most expeditious means available (BLM radio net, telephone). Avoid using the victim's name.
3. Continue to render first aid.
4. Notify victim's immediate supervisor as soon as possible.
5. Secure the scene. Do not allow anyone except medical personnel to touch the body. Do not move the body. Do not allow any unauthorized pictures of the body.

6. Remain in the immediate area of the accident until relieved by another employee, or released by your supervisor. If requested by BLM or local law enforcement officers, assist in transporting the victim. If you are asked to do this, notify your supervisor that you are leaving the accident scene.
7. Begin a log of events that describes all activities that occur from the time the incident is discovered. If possible, note or photograph location of tools, equipment, or personal gear.
8. If you cannot contact the office or transport the victim, continue to render first aid and wait to be found. Do not leave the victim.

B. Immediate supervisor will:

1. Make sure requested aid has been dispatched to the scene.
2. Notify the line manager and the safety officer of the situation and what is being done.
3. Determine where the victim will be taken and who will be required to make an official identification.
4. Provide the line manager, and FAO with followup briefing which should include the following information:
   (a) Name, home, and work phone number, and home and work address of victim's next of kin and if possible, information on location of children or immediate family in the area.
   (b) Location of the body.
   (c) Has body been identified and if not who will do this.

(d) If possible, circumstances of the accident.

(e) If next of kin is out of area, address and phone number of closest BLM office. If next of kin lives in a state without a BLM office, provide telephone number and address.

5. Maintain the official event log.

6. Make sure needed forms are available (CA-1, 6, 16, 17 and 20). Also complete DI-134, Report of Accident/Incident and give to safety officer.

7. Make sure local law enforcement agencies and BLM special agents are contacted.

C. The first level line manager will:

1. Notify the next level line manager (DM, SD) of the situation and what is being done. If the DM is the next level manager, he/she will notify the SD.

2. Brief OPA, personnel and other key people on the situation. Select a contact person for all inquiries and decide what information will be released, and when. Name of victim is never released until the next of kin has been officially notified.

3. Notify the family of the fatality. If possible, this should be done in person. Telephone notification is acceptable if time and distance would make personal notification untimely. If possible the FAO should be present at this time. Make sure that the victim has been declared dead by medical authorities.

4. Remain available for coordination or decisions until the situation is resolved.

5. Make sure the site of the incident is secured pending the official investigation.
6. Coordinate the recovery of personal effects and BLM property.

D. State Director will:

1. Assign a contact person in the SO to monitor the situation and keep all SO staffs (OPA, admin., safety, etc.) informed. All further information from the field will be routed through the contact person.
2. Issue an early alert to WO through OPA.
3. Remain available for coordination or decisions until the situation is resolved.

E. Family Assistance Officer will:

1. Accompany line officer when family is notified.
2. If requested, will stay with the family to begin coordinating arrangements. In upcoming days, FAO will make sure that proper paper work is done for insurance, pay, benefits, etc. and generally help the family in any way possible.
3. Work closely with the Employee Relations specialist in SO, administration, who has the responsibility of completing all official actions regarding pay and benefits.
4. Be appointed by the appropriate line manager as needed.

NOTE: Any assistance to the family and/or the injured employee will be considered to be part of the FAO's normal duties.

F. SO Office of Public Affairs will:

1. Coordinate with contact person and district OPA as needed to make sure release of victims name is handled properly.
2. Make sure all pertinent information is released to the media.

V. In addition to sections III and IV, several other situations may arise that require specific knowledge.

A. Hazardous Waste

1. Any spill, release, unauthorized dumping or abandoned or inactive water disposal site suspected of involving hazardous waste is to be reported immediately to the district hazardous materials coordinator and subsequently to the state office coordinator. If they cannot be reached, the following should be contacted immediately.
   (a) The national response duty office, HQ.USCG, Washington, D.C.. Commercial: 1(800) 424-8802 or FTS:426-2675.
   (b) Local law enforcement.
   (c) Wyoming DEQ hazardous waste coordinator: (307) 777-7781.
2. If any of the above are contacted, a log should be kept by the reporting individual of: office called; date and time; name of person contacted; follow up requests, if any; and, similar information for follow-up contacts at the same office.

B. Aircraft Accident

In addition to normal notification, the following notifications should be made by the immediate supervisor.

1. SO flight coordinator.
2. OAS/FAA (this can be done by the SO).

VI General Guidelines for Working with the Media in Emergencies

A. Management should designate one person to coordinate information. The spokesperson for the organization should normally be either the line manager or public affairs specialist. A centralized information source can provide reliable information to the media in an orderly way. When an emergency of any consequence arises, news people want to know facts immediately. They have police and fire scanners and hear calls for these agencies. Media can arrive at the scene and want immediate access. If an organization appears to be secretive, disorganized, or deceptive, relations with the media can be damaged and the perception that you are not telling the truth can result.

B. The spokesperson should be on hand as quickly as possible to deal with the press.

C. Whenever possible, a news briefing should be held with a prepared statement which also should be distributed to the media present. The statement should tell who, what, where, when and why. Putting this information in writing will help avoid misunderstandings. Remember, the name of a fatality cannot be released until next of kin is notified. Any additional questions from the media should be answered.

D. There should be a smooth and steady flow of information as long as the crisis lasts. To facilitate this, make a work area available as a media room. It is important to remember that the media has a right to obtain information whether it is favorable or unfavorable to the agency or an individual.

E. Information should always be released as soon as possible. Media people will be concerned about their deadlines, and time also should be important to the people providing them with information.

F. Lists of people and agencies to be notified should be kept on file for use in emergencies. Various "publics" have a right to know what is going on. The community at large is represented by the media, but employees may need to be informed directly. If there are injuries, families must be reached immediately by telephone or in person. Depending on the type of emergency, local government agencies, regulatory agencies, environmental officers, and other similar types of groups might need to be notified.

G. After every emergency, procedures should be assessed and revised if changes can prevent a similar crisis or problem in the future.

Field Emergency Log

Date	
Location	
Name of person doing log	
Names of victims	

Time:	**Events**

Field Emergency Log

Date	
Location	
Name of person doing log	
Names of victims	

Time:	Events

Field Emergency Log

Date	
Location	
Name of person doing log	
Names of victims	

Time:	**Events**

Field Emergency Log

Date _____

Location _____

Name of person doing log

Names of victims

Time:	Events

Field Emergency Log

Date

Location

Name of person doing log

Names of victims

Time:	Events

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